

EXCEPTION REPORT # 19

Verizon-New Jersey (Verizon-NJ) does not assign proper disposition codes to all trouble tickets.

Issue

KPMG Consulting compared data it captured on its own trouble tickets to data used in the calculation of Maintenance and Repair metrics. KPMG Consulting found that Verizon-NJ excludes certain UNE Loop trouble tickets since they were not assigned a disposition code. Out of 46 trouble tickets submitted by KPMG Consulting in October 2000, the following 2 UNE Loop trouble tickets were not assigned disposition codes by Verizon-NJ.

Table 1: KPMG Consulting trouble tickets with missing disposition codes

Telephone Number	Type	Trouble Ticket Creation Date and Time	Trouble Ticket Closed Date and Time
8568572496	UNE Loop	10/31/2000 4:09 PM	10/31/2000 8:21 PM
8568572497	UNE Loop	10/31/2000 4:23 PM	10/31/2000 8:22 PM

Additionally, KPMG Consulting found that Verizon-NJ internally modifies the first two digits of trouble disposition code to 10 for all trouble tickets “sent to another bureau” (SAB). As a result of the modification of the trouble disposition code, the trouble ticket would be excluded from the Maintenance and Repair metrics calculation. The following table lists an example.

Table 2: KPMG Consulting trouble ticket with modified disposition code

Telephone Number	Trouble Disposition Code received by KPMG Consulting	Trouble Disposition Code reassigned internally by Verizon due to SAB
7327298229	0971	1011

Assessment

Without the proper assignment of disposition codes, Maintenance and Repair metrics results as calculated by Verizon-NJ would be inaccurate. Consequently, CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.